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*The Commonwealth of Massachusetts*  
*Executive Office of Public Safety and Security*  
*Department of Fire Services*

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STEPHEN D. COAN  
STATE FIRE MARSHAL

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DEPUTY STATE FIRE MARSHAL

**Commonwealth of Massachusetts**  
**Department of Fire Services**  
**Job Posting**

**Special Operations Operational Support Staff**

**Job Information:**

Job Title:	Operational Support Staff
Position Type:	Contract
Full-time/Part-time:	Part-time
Salary range:	\$17.91 - \$23.64 per hour
Shift:	varies, as needed
Number of Vacancies:	multiple, rolling admission
Confidential:	No
City/Town Location:	Stow
Facility Location:	Stow
Region:	Central
Application Deadline:	Continuous posting

The DFS Special Operations Unit will be adding technical support staff to its response teams in order to handle the increasing number of requests for support received from local communities. New staff must be available to attend a minimum of 24 hours of initial training and quarterly training sessions.

**Duties:**

Technical Support Staff work in teams and support communities across the Commonwealth by responding to a variety of incidents and events. The major job functions of these positions include, but are not limited to handling radio communications; telephone communications; video recording; setting up and taking down audio-visual equipment; operating computers, involving log recording, internet research, global positioning, tracking of personnel, equipment and apparatus, in addition to general typing. The teams work on one of the following vehicles, Incident Response Unit, a state of the art vehicle equipped to respond to any type of emergency or disaster; Incident Rehabilitation Unit, recently put into service and designed to provide a variety of services to

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assist in the rehabilitation of incident response staff at the scene of an emergency, Field Communications Units, 6 new vehicles, designed by Fire Chiefs and positioned throughout the Commonwealth, that will respond upon request to a variety of incidents. Team members are paged to meet and work with the unit on scene for both long and short-term events anywhere in the Commonwealth.

**Qualifications:**

- Minimum of three years of experience in public safety work.
- Minimum ICS 200

**Preferred Qualifications:**

- Knowledge of ICS 300.
- Knowledge of and ability to operate computers and software, radios, audio-visual and telecommunications equipment are a plus.
- Candidate must be able to communicate effectively orally and in writing.
- Ability to solve complex problems and make decisions.
- Ability to learn and accept new procedures; ability to anticipate problems and develop solutions.
- Ability to work well with others and be a team player
- Proven organizational skills required.
- Excellent computer and writing skills required.
- Must be able to respond to incidents 24 hours a day, 7 days a week when not on regular duty.
- Must be able to thrive in a time sensitive, challenging and rapidly changing environment.

**How to Apply:**

Submit Cover Letter, Resume and Application to:

Department of Fire Services

Human Resource Office

P.O. Box 1025, State Road

Stow, MA 01775

Telephone: (978) 567-3146

Please download application from DFS website [www.state.ma.us/dfs](http://www.state.ma.us/dfs) and click on jobs@dfs

Agency web address: <http://www.state.ma.us/dfs>

Affirmative Action Officer: Mrs. Maribel Fournier, (978) 567-3139

An Equal Opportunity/Affirmative Action Employer. Women, minorities, veterans and people with disabilities are strongly encouraged to apply.